

LEADING AT A TIME OF CRISIS

ISABEL VALLE

PEAK PERFORMANCE STRATEGIST & GLOBAL LEADERSHIP COACH

Helping Leaders and Their Teams Learn, Grow and Succeed

LEADING IS ABOUT GUIDING PEOPLE INTO THE FUTURE.

YOU CAN SHAPE THE ROLE YOU PLAY IN A CRISIS AND AVOID THE SECONDARY CRISIS OF A MISLED RESPONSE. YOU SET THE TONE.

IN A CRISIS, THE HUMAN DIMENSIONS OF A RESPONSE ARE THE MOST CHALLENGING ASPECT.

CRISIS LEADERSHIP FOCUS AREAS

- 1. ADAPTIVE CAPACITY:** How responsive are you to changes in extreme conditions?
- 2. RESILIENCE:** Bouncing back in the face of challenges - embracing mistakes, learning and adapting quickly. **HOW RESILIENT ARE YOUR PEOPLE?**
- 3. TRUST:** How can you be fully trustworthy to each of your stakeholders during this difficult period? Use support, dialogue and actions to build support.

WHAT EMPLOYEES NEED

Help them move away from helplessness to contribution by providing:

- Trust
- Compassion
- Stability
- Hope

ACTIONS NEEDED

- 1. Hyper-clear list of priorities that are flexible and easy to understand.**
- 2. Come up with 3 + options when problem-solving (avoid black or white approach).**
- 3. Be their trusted source. Communicate with honesty, clarity and simplicity. Use the 10x10x10 rule.**
- 4. Use storytelling to bring people together.**